

Drukair
Royal Bhutan Airlines

My Happiness Reward
you fly, we reward

Program Policy



MY HAPPINESS REWARD FREQUENT FLYER PROGRAM POLICY

1. INTRODUCTION

My Happiness Reward, frequent flyer program, is an incentive program operated to reward customers for their loyalty. It is designed to encourage passengers enrolled in the program to accumulate points (called miles – the currency of the program) which may then be redeemed for air travel and other rewards.

Points, or miles, earned under such programs may be based on the class of fare, distance flown on that airline or its partners, or the amount paid.

Members under such programs also enjoy benefits associated across different membership tiers as they accrue more points, or miles.

This document underlines such scope and limitations of the Frequent Flyer Program of Drukair, Royal Bhutan Airlines.

2. ABOUT HAPPINESS REWARDS PROGRAM

My Happiness Reward, Bhutan's first frequent flyer program was launched on 10th November 2014, in commemorating the birth anniversary of His Majesty the Fourth Druk Gyalpo Jigme Singye Wangchuck and in celebrating his enlightened and visionary philosophy, Gross National Happiness.

The members of the program can accumulate miles corresponding to the distance flown on Drukair and the class of service availed. Accrued miles may then be redeemed for free air tickets (Happiness Reward Ticket), upgrades at airports (Happiness Class Upgrade) and other benefits.

3. ENROLEMENT

Eligible individuals may register online at happiness.drukair.com.bt on the program website.

4. ELIGIBILITY

To enrol in the program as a member, the individual must be:

- a) At least 12 years of age or older
- b) Holding a valid ID proof document of any nationality

5. DOCUMENTATION

The accepted ID proof documents for enrolment are as follows:

1. Passport or,
2. Citizenship ID Card (for Bhutanese nationals only) or,
3. Voter ID (for Indian Nationals only).

6. MEMBERSHIP TIERS

Drukair offers 3 tiers of membership:

1. Silver (Basic tier)
2. Gold
3. Platinum (the elite tier).

7. MEMBERSHIP NUMBER

The registered mobile number, without the country code, will be the reference point of the member's relationship with the Happiness Rewards Program. Additionally, the membership card number is an alternative reference point of the member in the program.

8. MEMBERSHIP CARD

Members will receive the silver membership card after registering with the Happiness Rewards Program online at happiness.drukair.com.bt.

9. EARNING MILES

Miles are earned based on the distance travelled (on Actual Miles or Ticketed Point Mileage) and the class of service availed.

Class of service	RBD	Flight Count	Cabin Bonus	Total Percentage of Actual Miles Earned
Business	J	1	25%	125% of Actual Miles
	C	1	10%	110% of Actual Miles
Economy	Y, S	1	-	100% of Actual Miles

Other RBDs (P, W, etc.) not mentioned above will earn only 75% of the Actual Miles.

Members will not be eligible for the Cabin Bonus on up gradation to Business Class at the Check-in counter. Miles on such flights will be credited based on the original booking RBD.

10. ACTUAL MILES

Actual miles are the Ticketed Point Mileage between the origin and the destination of Drukair operated flights.

SEGMENT	Actual Miles
Paro - Bagdogra V.V	87
Paro - Bangkok V.V	1,183
Paro - Bodhgaya V.V	337
Paro - Bumthang V.V	78
Paro - Delhi V.V	762
Paro - Dhaka V.V	256
Paro - Gelephu V.V	96
Paro - Guwahati V.V	155
Paro - Kathmandu V.V	256
Paro - Kolkata V.V	335
Paro - Mumbai V.V	1,203
Paro - Singapore V.V	2,038
Paro - Yonphula V.V	129
Bagdogra - Bangkok V.V	1,198
Bodhgaya - Bangkok V.V	1,273
Dhaka - Bangkok V.V	963
Guwahati - Bangkok V.V	1,036
Kathmandu - Delhi V.V	506
Kolkata - Bangkok V.V	1,009
Kolkata - Singapore V.V	1,804

11. MILES VALIDITY

Miles earned are valid to be redeemed for exactly 24 months from the date of credit. For example, a member's account is credited with 1,000 miles on 12th March 2015, the validity of the 1,000 miles will be till 11th March 2017.

12. MILEAGE CHART

SEGMENT	Actual Miles	Miles earned based on RBD			
		S	Y	C	J
Paro - Bagdogra V.V	87	87	87	96	109
Paro - Bangkok V.V	1,183	1,183	1,183	1,301	1,479
Paro - Bodhgaya V.V	337	337	337	371	421
Paro - Bumthang V.V	78	78	78	86	98
Paro - Delhi V.V	762	762	762	838	953
Paro - Dhaka V.V	256	256	256	282	320
Paro - Gelephu V.V	96	96	96	106	120
Paro - Guwahati V.V	155	155	155	171	194
Paro - Kathmandu V.V	256	256	256	282	320
Paro - Kolkata V.V	335	335	335	369	419
Paro - Mumbai V.V	1,203	1,203	1,203	1,323	1,504
Paro - Singapore V.V	2,038	2,038	2,038	2,242	2,548
Paro - Yonphula V.V	129	129	129	142	161
Bagdogra - Bangkok V.V	1,198	1,198	1,198	1,318	1,498
Bodhgaya - Bangkok V.V	1,273	1,273	1,273	1,400	1,591
Dhaka - Bangkok V.V	963	963	963	1,059	1,204
Guwahati - Bangkok V.V	1,036	1,036	1,036	1,140	1,295
Kathmandu - Delhi V.V	506	506	506	557	633
Kolkata - Bangkok V.V	1,009	1,009	1,009	1,110	1,261
Kolkata - Singapore V.V	1,804	1,804	1,804	1,984	2,255

13. MEMBERSHIP BENEFITS

TIER	BENEFITS
Silver (Basic tier)	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade.
Gold	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade. <ol style="list-style-type: none"> 10 KG Additional Baggage Allowance Complimentary Lounge Access at Paro Airport
Platinum (Elite tier)	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade. <ol style="list-style-type: none"> 20 KG additional Baggage Allowance Complimentary access to all Drukair lounges plus one guest No show charge exempted Complimentary class upgrade subject to seat availability at the airport

14. MEMBERSHIP TIER UPGRADE

Attaining or retaining a membership tier is based on miles flown in a period of 1 year. A member's account is reviewed on every new flight activity with preceding flight activities up to 365 days. When the required miles flown is met, the membership tier is upgraded and a new membership card is issued.

	SILVER (Basic tier)	GOLD	PLATINUM
Required Miles flown in a year to attain/retain	Not Applicable	15,000	30,000
Membership validity	No Validity	1 year	1 year

15. MEMBERSHIP TIER VALIDITY

The membership tier validity commences from the date of the tier upgrade and is valid for 1 year. For example, if a member is upgraded from Silver to Gold on 12th March 2015, the validity of the gold membership will be till 11th March 2016.

However, if the member is further upgraded to Platinum tier, for example, on 7th October 2015, the Platinum tier validity will commence from the same day and will be valid till 6th October 2016.

Upon expiry of the current membership tier validity, the member's account will be then brought up for tier review.

16. REDEEMING MILES

Miles accumulated by a member can be redeemed for free air tickets (called Happiness Reward Ticket) and for up gradation to Business class at the airport check-in counter (called Happiness Class Upgrade).

Miles required for such redemptions across different Drukair operated destinations are divided into 4 zones according to their Actual Miles or, their Ticketed Point Mileage.

The Zones are as follows:

ZONE	SECTOR	Actual Miles
Zone 1 (0 – 600 Miles)	Paro – Bumthang V.V	78
	Paro – Gelephu V.V	96
	Paro – Yonphula V.V	129
	Paro – Dhaka V.V	256
	Paro – Kathmandu V.V	256
	Paro – Bagdogra V.V	87
	Paro – Bodh Gaya V.V	337
	Paro – Guwahati V.V	155
	Paro – Kolkata V.V	335
	Kathmandu – Delhi V.V	506
Zone 2 (601 – 1100 Miles)	Dhaka – Bangkok V.V	963
	Paro – Delhi V.V	762
	Kolkata – Bangkok V.V	1009
	Guwahati – Bangkok V.V	1036
Zone 3 (1101 – 1800 Miles)	Paro – Bangkok V.V	1183
	Paro – Mumbai V.V	1203
	Bagdogra – Bangkok V.V	1198
	Bodh Gaya – Bangkok V.V	1273
Zone 4 (1800 Miles and above)	Paro Singapore V.V	2038
	Kolkata – Singapore V.V	1804

17. HAPPINESS REWARD TICKET

Members can redeem their accumulated miles on free air tickets, provided the required miles for the redemption is met, and such redeemed tickets are called Happiness Reward Ticket in the program.

Happiness Reward Tickets may be redeemed from Drukair Ticketing Counters as per the Happiness Reward Ticket Redemption Chart below:

ZONE	SECTOR	Economy		Business	
		One Way	Round Trip	One Way	Round Trip
Zone 1 (0 – 600 Miles)	Paro – Bumthang V.V Paro – Gelephu V.V Paro – Yonphula V.V Paro – Dhaka V.V Paro – Kathmandu V.V Paro – Bagdogra V.V Paro – Bodh Gaya V.V Paro – Guwahati V.V Paro – Kolkata V.V Kathmandu – Delhi V.V	5,000	10,000	6,250	12,500
Zone 2 (601 – 1100 Miles)	Dhaka – Bangkok V.V Paro – Delhi V.V Kolkata – Bangkok V.V Guwahati – Bangkok V.V	10,000	20,000	12,500	25,000
Zone 3 (1101 – 1800 Miles)	Paro – Bangkok V.V Paro – Mumbai V.V Bagdogra – Bangkok V.V Bodh Gaya – Bangkok V.V	12,000	24,000	15,000	30,000
Zone 4 (1801 Miles & above)	Paro Singapore V.V Kolkata – Singapore V.V	20,000	40,000	25,000	50,000

Happiness Reward Tickets are, however, subject to below terms and conditions:

1. All taxes applicable.
2. Valid for 1 year from the first date of travel.
3. Miles will not be accumulated on such tickets.
4. Happiness free tickets once redeemed are non-re-routable and non-endorsable.
5. Date change may be allowed as per the Term & Fare sheet.
6. Happiness Free Tickets cannot be exchanged, sold or redeemed for any monetary value.

18. HAPPINESS CLASS UPGRADE

Members may upgrade to Business Class at the airport check-in and pay the surcharge in terms of miles. Such redemptions are called Happiness Class Upgrade in the program.

Miles required for such redemptions are as follows:

ZONE	SECTOR	Required Miles
Zone 1 (0 – 600 Miles)	Paro – Dhaka V.V Paro – Kathmandu V.V Paro – Bagdogra V.V Paro – Bodh Gaya V.V Paro – Guwahati V.V Paro – Kolkata V.V Kathmandu – Delhi V.V	1,500
Zone 2 (601 – 1100 Miles)	Dhaka – Bangkok V.V Paro – Delhi V.V Guwahati – Bangkok V.V	3,000
Zone 3 (1101 – 1800 Miles)	Paro – Bangkok V.V Paro – Mumbai V.V Bagdogra – Bangkok V.V Bodh Gaya – Bangkok V.V	3,600
Zone 4 (1801 Miles and above)	Paro Singapore V.V Kolkata – Singapore V.V	6,000

Terms and conditions:

1. Upgrade can be done only at the time of check-in, at the airport.
2. Subject to seat availability.
3. Entitled to use business class lounge.
4. Entitled to business class baggage allowance.

19. ONLINE MEMBERSHIP ACCOUNT

Members can access the online Happiness Reward Membership account at happiness.drukair.com.bt with the registered mobile number as the user ID and the 4 digit PIN code (received in the registered email ID upon registration) as the password.

With the online account, members can:

- a) Check available miles.
- b) Check mileage expiry details.
- c) View membership status.
- d) View accrual and redemption statements.
- e) Retro-claim facility on unrecorded flights undertaken within 3 months from the current date.
- f) Update personal data.
- g) Update communication preferences (subscribe/unsubscribe for updates on special promotions and offers).

20. PROGRAM TERMS AND CONDITIONS

The terms and conditions of the program which explains the nature and scope of the relationship between My Happiness Reward, the frequent flyer program of Drukair, Royal Bhutan Airlines, and a member of the program are detailed hereunder. The terms and conditions are subject to change from time to time.

- 1) To participate in the Program, the applicant must be at least 12 years of age or older holding a valid ID proof document, of any nationality.
- 2) Only an individual can be enrolled as a member per account.
- 3) Miles can be earned on all scheduled Drukair flights except on unused, forfeited, refunded, free, no value, denied boarding, barter, infant fares, and on all non-revenue tickets.
- 4) Miles accumulated on Drukair is determined by the distance travelled and the class of service availed.
- 5) Members receive mileage credit based on distance between origin and destination of Drukair operated flights as determined by Drukair.
- 6) Each Mile earned is valid to be redeemed for 24 months period from the date of credit.
- 7) All travel documentation, including tickets, boarding passes, electronic ticket payment and other payment receipts should be retained until miles has been credited to your account.
- 8) It is the responsibility of each Member to present their membership card / mobile number at the airport check-in counter in order to help ensure that all your miles has been credited.

- 9) Miles can be accumulated solely by the enrolled member who travels, regardless of who pays for the ticket, and cannot be combined with or transferred to the accounts of other members.
- 10) Membership and accrued Miles are non-transferable from one member to another under any circumstances.
- 11) Drukair may change the Happiness Reward Program rules, regulations, and benefits, conditions of membership, in whole or in part at any time with or without notice even though change may affect the value of the mileage or rewards already issued.
- 12) The selling, purchasing, bartering, auctioning or exchanging of all happiness Rewards, including Happiness Reward Ticket for compensation is strictly prohibited. Drukair reserves the right to withhold or confiscate the Happiness Reward Documents, void all available Miles, close accounts, terminate membership, with or without notice, and take legal action in the event of any member found to be conducting a commercial transaction with third parties involving Happiness Reward Documents.
- 13) Drukair reserves the right to terminate the Happiness Reward at any time.
- 14) Any disagreement with regard to the Happiness Reward program shall be subject to the Laws of the Kingdom of Bhutan and referred to the Royal Court of Justice in Paro as the court of first instance.

Tashi Delek and we wish you a pleasant flight with Drukair, Royal Bhutan Airlines



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